

APPENDIX A

Version of Claim Amendments with Markings to Show Changes Made

15. (Amended) The system of claim 11, wherein the fulfillment system communicates with consumers using multiple transmission mediums.
16. (Amended) The system of claim 15, wherein the storing means further stores information relating to a consumers access to multiple transmission mediums.
17. (Amended) The system of claim 11, wherein each remote device comprises: storing means for storing a set of previously broadcasted messages for a predetermined period of time.
18. (Amended) The system of claim 11, wherein the remote device is a set-top box.